

**Service Area Plan**  
**Department of Accounts**  
**Computer Services (72404)**

## **Service Area – Computer Services**

### **Background Information**

#### **Service Area Description**

Integration between systems continues to increase, particularly between mainframe and desktop processing environments. This service area supports the operation of the statewide general ledger system (CARS), the statewide payroll system (CIPPS), and the statewide fixed asset system (FAACS), as well as other related statewide financial information systems. DOA transitioned to VITA in July, 2004. At that time the staff associated with these functions became employees of VITA. DOA continues to monitor the performance of these functions, in conjunction with VITA.

#### **Service Area Alignment to Mission**

This area includes a production control group as well as computer room operators. Production control ensures that nightly jobs are run when they are required to be run. Responsibilities include the procurement, installation and maintenance of the agency hardware environment, which includes several high-speed printers, and a networked desktop environment, which supports more than 90 users. It also includes related services provided to other agencies such as remote print distribution. On a typical day 600,000 lines of print will be distributed electronically to remote sites. The staff to provide this service transition to VITA as of July 1, 2004.

#### **Service Area Statutory Authority**

§ 2.2-802 General accounting and clearance through Comptroller.

In the Department the Comptroller shall maintain a complete system of general accounting to comprehend the financial transactions of every state department, division, officer, board, commission, institution or other agency owned or controlled by the Commonwealth, whether at the seat of government or not. All transactions in public funds shall clear through the Comptroller's office.

(Code 1950, § 2-162; 1958, c. 124; 1966, c. 677, § 2.1-195; 2001, c. 844.)

#### **Service Area Customer Base**

<b>Customers</b>	<b>Served</b>	<b>Potential</b>
Employees at Commonwealth Agencies and Institutions that use the statewide system	230	230
Employees at Local Political Subdivisions that use the statewide systems	325	325

# Service Area Plan

## Department of Accounts

### Computer Services (72404)

#### Service Area Products and Services

- Statewide systems, CARS, CIPPS, FAACS

#### **Factors Impacting Service Area Products and Services**

The ability to attract and retain talented employees to handle the complex issues that DOA must address. The impact of new Code and accounting requirements on our system and business.

#### **Anticipated Changes to Service Area Products and Services**

We anticipate enhancements to our systems identified through analysis and enhancements which will be required to meet new Code or accounting requirements.

#### Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$1,756,837	\$0	\$1,756,837	\$0
Changes to Base	\$0	\$0	\$0	\$0
<b>SERVICE AREA</b>	<b>\$1,756,837</b>	<b>\$0</b>	<b>\$1,756,837</b>	<b>\$0</b>

## Service Area Objectives, Measures, and Strategies

#### Objective 72404.01

*Ensure that agency systems are available for use by DOA customers.*

In order for DOA to properly serve our agency customers, the main systems (CARS, CIPPS, and FAACS) must be available for use.

#### **This Objective Supports the Following Agency Goals:**

- Maintain the integrity of the accounting and payroll systems of the Commonwealth to provide for accurate financial and accounting information.  
(This ensures that agencies have the necessary resource to properly meet accounting policies & procedures.)

#### **This Objective Has The Following Measure(s):**

- Measure 72404.01.01**

*Percent of time that major systems are available*

**Measure Type:** Outcome

**Measure Frequency:** Monthly

**Measure Baseline:** 100%, June 2005

**Measure Target:** 95%, 2006 - 2008 biennium

**Measure Source and Calculation:** VITA is now providing this service and calculates this measure.

#### **Objective 72404.01 Has the Following Strategies:**

- Monitor system availability to ensure the system stoppages are limited in duration.

# **Service Area Plan**

## **Department of Accounts**

### **Computer Services (72404)**

#### **Objective 72404.02**

*Ensure that help desk calls are handled in a timely manner.*

The availability of agency desktop systems is critical to the operations of DOA. This objective is intended to limit the duration of the down-time.

#### **This Objective Supports the Following Agency Goals:**

- Maintain the integrity of the accounting and payroll systems of the Commonwealth to provide for accurate financial and accounting information.  
(Availability of access to desktop computers is essential for maintaining employee productivity.)

#### **This Objective Has The Following Measure(s):**

- **Measure 72404.02.02**

*Percent of help desk calls resolved within one day.*

**Measure Type:** Outcome

**Measure Frequency:** Monthly

**Measure Baseline:** June, 2005 - 98.9%

**Measure Target:** Greater than 95%, each month

**Measure Source and Calculation:** VITA supplies this service to DOA and provides monthly reports.

#### **Objective 72404.02 Has the Following Strategies:**

- Strive to handle help desk call as quickly as possible in order for desk top computers to be available for use by agency personnel.